

MyCloud Voice Business

A powerful, flexible hosted voice solution for modern businesses

MyCloud Voice Business is a cloud-hosted IP phone system designed to deliver enterprise-grade telephony features with simple deployment, straightforward management, and high availability. It combines modern communications with predictable costs and strong security to support both office and hybrid working environments.

IP telephony allows phone calls to and from anywhere when connected to the Internet, making the old constraints of location and equipment a thing of the past.

With a handset, or softphone on a computer or smartphone, and an Internet connection you are always on the company phone system. Whether in the office, at home or travelling, users can make and receive calls wherever and whenever they need to.

Internal calls, calls to UK landline and mobile numbers are all included with MyCloud Voice Business.



Enterprise features at an affordable price

MyCloud Voice Business provides a wide range of business-ready features that make it ideal for organisations of all sizes. Every user gets a common feature set with no add-on licenses or bolt-ons, just simple all-inclusive licensing.

Every MyCloud Voice Business user gets these and many other included features at no extra charge:

Extension with DDI, voicemail and music on hold	Hunt Groups for distributing calls effectively
Auto-attendants for guiding inbound callers to the right user or team, and call queues*	Conference calling internally and externally
Missed call notification and voicemail delivery by email	Call parking and Call hold
Integration with Outlook for screen popping and call management	Built-in reporting and Call logs
Automated call recording on all or selected calls	Unified presence, instant messaging and video meetings on softphone clients
Automated Provisioning of handsets and softphones	Integration with Microsoft Teams

These additional features are also included for use in contact centre environments at no extra cost:

Wallboard per queue for inbound calls	Advanced Queue Strategies and Queue Reports*
Barge In / Listen In / Whisper	Real Time Queue Monitoring
Hot-Desking	Satisfaction survey

All these features are easily configured and managed from the web management console and accessed via the free softphone clients for Windows and Mac.

By providing advanced facilities for inbound routing, queueing, call handling, supervision and reporting, MyCloud Voice Business enables you to deliver reliable, high quality and efficient service to your clients without relying on expensive 3rd party applications.

And by supporting easy deployment of softclients or handsets wherever you need them, MyCloud Voice Business gives you the flexibility you need to manage your teams to quickly respond to changing workloads.



Easy management without the IT team

Using MyCloud Voice Business, administrators can control and manage the whole phone system, including users, numbers, voicemail, hunt groups and auto-attendants all via an intuitive web control panel.



The management console makes tasks like creating users, assigning phones, managing hunt groups and call queues quick and easy, even for non-technical staff. Administrators can delegate access to users or department administrators to allow managers the control that they need.

Low-cost set-up and simple monthly per-user billing

Provided as a hosted cloud-based service, MyCloud Voice Business is a powerful business phone system that gives you all the features and flexibility of a traditional phone system at a fraction of the cost and with no up-front investment on system hardware. You can choose from a range of a business handsets or use compatible existing hardware.

As well as handsets, you also have the option to use an advanced softphone on your Windows PC, iPhone or Android device, for no extra cost. MacOS users can use the Web client.

Set-up is quick and easy with centrally deployed configuration files that connect users in seconds.

Dramatically reduce call costs

MyCloud Voice Business services provide very cost-effective calling plans. All services include **UK geographical calls free of charge** (subject to AUP) and attractive rates on other destinations.

3-year contracts also include **free calls to UK mobiles** (subject to AUP).

All calls between users on the system are free of charge regardless of location.

Simple and flexible pricing

Pricing for MyCloud Voice Business services is based on your number of users. Starting with just 2 users, MyCloud Voice Business is the perfect solution for a small, growing business or a medium enterprise. With contracts of 12 or 36 months, you can choose maximum flexibility or secure fixed, low pricing with a longer commitment.

Services include 24x7 technical support and optional 8x5 management assistance.

Business Continuity and Reliability

MyCloud Voice Business ensures your team stays connected even during outages or office closures.

One of the great additional benefits of a hosted phone service is the ability to work seamlessly through disruption at the office. Unexpected events such as snow, floods or strikes won't disrupt business. Because MyCloud Voice Business sits in the 'cloud', the service provides business continuity features that allow your organisation to carry on making and receiving calls. Any user that has an Internet connection at home can get online quickly and easily.

Security and Fraud Protection

Fraud is an important consideration in modern business telephony. MyCloud Voice Business addresses the risk of fraud head on with two powerful protections:

The softclient for MyCloud Voice Business supports 2-factor authentication. With 2FA enabled, both your account password and an additional authentication code are required for login, which adds an extra layer of security to your account.

Secondly, MyCloud Voice Business will enforce daily and weekly call-spend limits. So even if you are the victim of an attack, perhaps by a disgruntled employee or other vector, you know that your liability for any fraudulent calls will be strictly limited by our fraud protection service, included as standard.

Fully featured Handsets

Users clients can choose from a range of stylish and intuitive handsets from leading vendors. MyCloud Voice Business has a wide range of supported hardware from many popular vendors including Fanvil, Yealink, Polycom and Cisco. supporting Ethernet, DECT and WiFi connectivity.

To further enhance compatibility with legacy devices, terminal adapters, door-phones and intercoms are also available.



Hot-Desking and Call Centre

Hot Desking allows multiple employees to share the same IP Phone. For example, in a 24-hour call centre, multiple agents can share the same desk/IP Phone, at different times of the day.

Call centre functionality in MyCloud Voice Business includes comprehensive tools for inbound and outbound service delivery. Features such as Automatic Call Distribution (ACD), real-time queue management, call recording, and performance reporting provide the visibility and control needed to support high-quality customer service. These capabilities are included at no extra cost and are suitable for both dedicated call centres and teams that handle customer contact alongside other duties.



Integration with CRM systems and support for softclients ensures agents have the tools they need for efficient, responsive customer service—whether working on-site or remotely.



Business-Ready Technical and Management Support

Cerberus provides 24x7 technical support for MyCloud Voice Business via phone and email. We also include pre-packaged 15-minute technical support incidents each month for administration and management support on any part of the system on an 8x5x4Hr basis. Our team are there to assist with any requirements you have.

Number Flexibility

MyCloud Voice Business allow clients to use geographical numbers from anywhere in the country as well as to port in existing UK geographical phone numbers from one or multiple sets of lines, wherever they are located.

We also provide non-geographic numbers and International inbound call routing to provide your organisation with a national or global presence.



Voice-Optimised Connectivity

To ensure the highest quality and reliability for your hosted phone system, Cerberus offers a full range of broadband and Ethernet services that are fully optimised for voice traffic. By sourcing both services from us, clients benefit from streamlined setup, simplified support, and guaranteed performance across voice and data.

When you take MyCloud Voice Business alongside any Cerberus broadband service, you'll receive a **15% discount on the broadband rental**—making it even more cost-effective to deploy a single, integrated solution.

Pricing

MyCloud Voice Business	Price/Month
Contract Length	12/36 Months*
MyCloud Voice Business – 1 User	£9.95
Additional 5 x DDIs	£2.50

* 36 Month contracts include a free upgrade to include UK mobile calls (subject to AUP)

Set-up Charges	Price
MyCloud Voice Business System Setup (no programming)	Free
Number Porting	
Number Porting – 1 Number	£25.00
Number Porting – Up to 10 ISDN/SIP Numbers	£100.00
Number Porting – Up to 100 ISDN/SIP Numbers	£200.00
Set-up	
System Programming and Onsite Deployment	Quote
Handsets, Terminal Adapters, Intercoms	
Please discuss your needs with a salesperson	Quote

Management Services	Price/Month
24x7x8Hr Tech Support - 4 x 15 min. incidents per month	£28.00
24x7x4Hr Tech Support - 6 x 15 min. incidents per month	£58.00
24x7x4Hr Tech Support - 10 x 15 min. incidents per month	£94.00
24x7x4Hr Tech Support - 15 x 15 min. incidents per month	£138.00

Prices exclude VAT

To discuss your requirements and for further information, please contact our sales team on **0345 257 1333** or via email at sales@cerberusnetworks.co.uk.